



CITY OF DURHAM

City Manager's Office

Request for Proposals (RFP) Bid No. 16-0036

Date of Issue: January 11, 2016

Due Date: February 11, 2016

Request for Proposals to Perform Customer Service Assessment for the City of Durham

Durham One Call, a division of the City Manager's Office, is soliciting proposals to perform an organizational customer service assessment to better align customer service activities aimed at improving customer service to the public and to employees. The assessment will review the effectiveness of current internal and external customer service methods, tools and capabilities throughout the city, and recommend ways to enhance customer service and engagement. Alternate proposals that offer something different than what is requested will be rejected.

Questions about this RFP should be directed to:

Project Manager	Marcelle L. Brawner
Title	Manager, Durham One Call
Department	Office of the City Manager
Address	101 City Hall Plaza, Ground Floor Durham, NC 27701
Telephone	919-560-4222, ext. 11306
Email	Marcelle.Brawner@durhamnc.gov

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RFP Information

Date of RFP

The date of issuance is January 11, 2016 and the due date for submitting proposals is February 11, 2016.

Contact Information

Direct questions and concerns to: Project Manager

Attn: Marcelle L. Brawner, Manager, Durham One Call
Office of the City Manager
101 City Hall Plaza, Ground Floor
Durham, NC 27701

Phone: (919) 560-4222, ext. 11306

Fax: (919) 560-4949

Email: Marcelle.Brawner@durhamnc.gov

DESCRIPTION OF PROJECT AND NATURE OF REQUEST

Background: The City of Durham has 24 departments that provide internal and/or external customer service. Six of the twenty-four departments receive dedicated customer service support from Durham One Call (DOC), a division of the City Manager's Office. The service includes call handling, submission of requests for service, escalation of complaints, analysis and reporting. DOC was designed and promoted as the primary point of contact for City of Durham inquiries and request(s) for service. While DOC is viewed as the primary point of contact for inquiries and request(s) for City service, there are customer service representatives throughout the City. All City departments have some level of customer service support. On occasion, departments seek assistance from Durham One Call on commonly used tools, processes and procedures, reporting, and/or customer service techniques. There is no official reporting relationship between the customer service functions in other departments to Durham One Call, nor is there alignment in performance expectations and performance standards.

Other duties of DOC include: development and execution of annual Customer Service Professionals' Conference; lead role on investigating/developing/deploying customer service tools and techniques, smartphone application, troubleshooting customer concerns, initiate collaboration with City departments on reporting and customer service concerns, and participation in various taskforces.

Scope of Work. This customer service assessment will provide guidance on how to better organize, deploy and improve organizational customer service efficiency and effectiveness. The assessment should also provide customer service guidance that aligns with the City's Strategic plan goals.

The assessment will evaluate:

- 1) The pros and cons and other issues associated with current capabilities and customer service approach.
- 2) How existing resources can be more effectively and efficiently organized to achieve customer service goals?
- 3) What transformation needs to occur to achieve customer service goals?
- 4) What are the opportunities to be more efficient?
- 5) How can the customer experience be enhanced?
- 6) What structure, roles and reporting relationships can be augmented to provide more efficient and effective customer service?

The City expects the successful proposal to recommend the best method(s) (surveys, focus groups, interviews, and other research) needed to determine to conduct the assessment to answer the questions above.

The successful proposal should also recommend a reasonable timeframe to conduct the assessment based on agreed upon methodology.

Deliverables. The contractor will be required to provide the following deliverables.

1. Submit written progress reports to the Project Manager, as requested.
2. Report of results of research findings
3. Recommendations report, with implementation guidance geared at developing a Comprehensive Organizational Customer Service Plan undergirded by the City's Strategic Plan.
4. Presentations to selected staff

Definitions in this RFP: City, RFP, Proposal, Candidate, Contractor, Should. Unless the context indicates otherwise – (a) The expressions “RFP,” “this RFP,” and “the RFP” refer to this document as it may be amended or updated. (b) “City” and “city” mean the City of Durham. (c) The “Proposal” is the response of a person, firm, or corporation proposing to provide the services sought by this RFP. (d) The word “Candidate” or “candidate” is the person, firm, or corporation that submits a Proposal or that is considering submitting a Proposal. (e) The word “Contractor” or “contractor” is the person, firm, or corporation with which the City enters into an agreement to provide the services sought by this RFP.

Contract. The City anticipates that at the conclusion of the RFP process a written agreement between the City and the successful candidate/entity will be executed defining the roles and responsibilities of each party.

Trade Secrets and Confidentiality. NA.

Bonds. No fidelity bond, performance bond or payment bond is required for this agreement.

E-Verify. The contract contains an “E-Verify Compliance, which requires compliance by the contractor and its subcontractors with respect to the N.C. E-Verify Law.

Insurance.

Proposer shall purchase and maintain insurance coverage for not less than the following:

Commercial General Liability, covering:

- premises/operations;
- products/completed operations (two years minimum, from project completion);
- contractual liability;
- independent contractors, if any are used in the performance of this contract;
- City of Durham must be named additional insured, and an original of the endorsement to effect the coverage must be attached to the certificate (if by blanket endorsement, then agent may so indicate in the GL section of the certificate, in lieu of an original endorsement)
- Combined single limit not less than \$1,000,000 per occurrence, with an annual aggregate on not less than \$2,000,000 per year.

Auto Liability Insurance, covering:

- owned, hired, and non-owned vehicles;
- employee-non-ownership;
- MCS-90 endorsement for transportation of hazardous materials, where applicable
- Combined single limit not less than \$1,000,000 per accident;
- City of Durham must be named additional insured, and an original of the endorsement to effect the coverage must be attached to the certificate (if by blanket endorsement, then agent may so indicate in the GL section of the certificate, in lieu of an original endorsement).

Workers' Compensation Insurance, covering:

- statutory benefits;
- covering employees; covering owners partners, officers, and relatives (who work on this contract); certificate must specifically state who is covered by the policy)
- employers' liability, with a limit of not less than \$1,000,000;
- waiver of subrogation in favor of the City of Durham.

Insurance shall be provided by:

- companies authorized to do business in the State of North Carolina
- companies with Best rating of A-, VII or better.

Insurance shall be evidenced by a certificate:

- Providing notice to the City of not less than 30 days prior to cancellation or reduction of coverage
- Certificates shall be addressed to:

City of Durham, North Carolina
 Attention: Durham One Call
 101 City Hall Plaza
 Durham, NC 27701

- The insurance certificate and the additional insured endorsement must be originals and must be approved by the City's Finance Director before Contractor can begin any work under this contract.

Discretion of the City.

- A. The City of Durham reserves the right to reject any or all Proposals.
- B. NOTWITHSTANDING anything to the contrary in this document or in any addendums to this document, unless the contrary provision refers specifically to this provision, the City reserves the right (i) to negotiate changes of any nature with any candidate with respect to any term, condition, or provision in this document and/or in any Proposals, whether or not something is stated to be mandatory and whether or not it is said that a proposal will be rejected if certain information or documentation is not submitted with it, and (ii) to enter into an agreement for some or all of the work with one or more persons, firms, or corporations that do not submit Proposals. For example, all deadlines are for the administrative convenience or needs of the City and may be waived by the City in its discretion. This subparagraph B applies to the entire RFP, including the SDBE portions.
- C. Where the City asks or tells candidates to do stated things, such as that a Proposal should follow a stated format or that the candidate should do stated things in seeking the contract, the City may reject a Proposal because it does not comply with those requests, so the candidate is adding to its risk of rejection by non-compliance. Still, the City may, in its discretion, waive non-compliance. This subsection (C) does not limit subsections (A) and (B).
- D. Of course, once an agreement is signed, the parties to the agreement may enforce the agreement according to its terms as allowed by applicable law.

SCHEDULE

Schedule. The work schedule set out herein represents the City's best estimate of the schedule that will be followed. If a component of the schedule, such as the completion date is delayed, the overall schedule will be adjusted accordingly. The City expects that the contract will require the services complete by June 30, 2016. The projected schedule for selecting a consultant for this project is as follows:

Issue RFP	January 11, 2016
Pre-Submittal Conference	January 27, 2016
Questions Regarding RFP Submittal Deadline	January 25, 2016
Proposal Submittal Deadline	February 11, 2016
Proposal Evaluation	February 29, 2016

Keeping Proposals Open. All proposals will remain open and valid for the City to accept for a period of 60 days after the deadline for submission of proposals. The Project Manager may release candidates from this obligation by a written letter that specifically refers to this paragraph if he or she determines that the candidate and/or the proposal will not meet the City's needs.

Deadline to Submit Proposals. Applicants should see that their Proposals are received at the following address by February 11 at 3:00 PM: 101 City Hall Plaza Ground Floor, Durham NC 27701.

GETTING MORE INFORMATION ON THE PROJECT AND RFP PROCESS

Questions. Questions about the RFP and the RFP process should be submitted to the project manager identified at the beginning of this RFP must be received **by January 25, 2016**.

Pre-Submittal Conference. A pre-proposal conference will be held on January 27, 2016 at 10 a.m. at the Committee Room at City Hall, Durham, NC 27701. The purpose of the conference is to discuss the work to be performed with the prospective Proposers and allow them to ask questions concerning the RFP. Questions and answers will be transcribed and sent to prospective Proposers as soon as possible after the meeting. Attendance is encouraged but not mandatory.

Updates and revisions to RFP. This RFP and addendums are normally posted on the City's website, on the Purchasing Division's webpage posted below. Check that webpage to see that you have received all addenda.
<http://durhamnc.gov/ich/as/fin/Pages/bids.aspx>

EVALUATION CRITERIA

Evaluation Criteria. The Office of Public Affairs will use an evaluation committee comprised of City staff to score all proposals. Proposals will be reviewed and evaluated on a 100 point basis as outlined below. After evaluating all submissions, the City may ask some or all of the firms that submitted a response to participate in interviews. Upon completion of the evaluation process, the City may assign a detailed scope of work to the selected candidate and negotiate fees for services.

Experience and Qualifications: 20 points

Understanding of the project and schedule: 25 points

Methodology/Approach used for the service: 45 points

Estimated Cost: 10 points

CONTENTS OF PROPOSAL

Contents of Proposal

The Proposal should include sections, numbered as indicated below. In preparing the Proposal, applicants should refer to the evaluation criteria stated above.

Contact information. Include the applicant's name and address, and the contact information (name, mailing address, email address, fax number, and telephone number) of the person whom the City should contact regarding the proposal.

Legal Status of the Applicant and Signers. State the full, exact name of the applicant. State whether the candidate is an individual, corporation, limited partnership, general partnership, limited liability company, professional corporation, professional association, etc. If it is anything other than an individual or a general

partnership, specify the State under which the entity is organized. If the State under which the entity is organized is not North Carolina, specify whether the candidate has received a certificate of authority from the N. C. Secretary of State to transact business in North Carolina. State whether the entity is in existence at the time the proposal is submitted, and if not, whether and when the candidate intends to officially form the entity. State the names and titles of the individuals who will sign the agreement

Experience and Qualifications: 20 points

Provide a brief company history including how long the company has been in business. An organizational chart specific to the personnel assigned to accomplish the work called for in this RFP. Illustrate the lines of authority and, designate the individual's responsible and accountable for the completion of each component and deliverable of the RFP.

Provide a narrative description of the organization of the project team.

Provide a personnel roster that identifies each person who will actually work on the contract and provide the following information about each person listed:

- a. title,
- b. resume,
- c. location(s) where work will be performed, and

Provide reference names and phone numbers for similar projects your firm has completed. Information should include: list of services provided, address, telephone and fax numbers, length of implementation, name of client reference, and name of Project Manager.

Understanding of the project and schedule: 25 points

Proposers must provide a comprehensive narrative statement that illustrates their understanding of the requirements of the project and the project schedule.

Methodology/Approach used for the service: 45 points

Proposers must provide a comprehensive narrative statement that sets out the methodology they intend to employ and illustrates how their methodology will serve to accomplish the work and meet the project schedule. The Proposers should provide a detailed plan for implementing the services.

Estimated Cost: 10 points

Proposers must provide an estimated cost range for services to be provided.

Assumptions regarding City of Durham Actions and Participation. NA.

Equal Business Opportunity Program. It is the policy of the City to provide equal opportunities for City contracting for small firms owned by socially and economically disadvantaged persons doing business in the City's Contracting Marketplace. It is further the policy of the City to prohibit discrimination against any firm in pursuit of these opportunities, to conduct its contracting activities so as to prevent such discrimination, to correct present effects of past discrimination and to resolve complaints of such discrimination.

While there are no SDBE participation goals for this project, in accordance with the Ordinance, all contractors are required to provide information requested in the "SDBE Professional Services Forms" package, which has been included with this Request for Proposal in Appendix A. **Proposals that do not contain the appropriate, completed "Professional Services Forms" may be deemed non-responsive and ineligible for consideration.** The "Declaration of Performance," "Participation Documentation," "Managerial Profile," "Equal Opportunity Statement"

and the “Employee Breakdown” documents are required of all proposers. In lieu of “Employee Breakdown,” contractors may submit a copy of the current EEO-1 form (corporate basis). Other forms in the package should be used as needed.

The Department of Equal Opportunity/Equity Assurance is responsible for the Equal Business Opportunity Program. All questions about “SDBE Professional Services Forms” should be referred to Equal Opportunity/Equity Assurance Department (919) 560-4180.

Conflict of Interest. If the candidate has any grounds to believe there could be a conflict of interest, such as that a City employee who is involved in awarding the contract has a connection with the candidate, please explain.

Non-collusion. This RFP constitutes an invitation to bid or propose. Sign the following and include it with your response:

The City of Durham prohibits collusion, which is defined as a secret agreement for a deceitful or fraudulent purpose.

I, _____ affirm that I have not engaged in collusion with any City employee(s), other person, corporations or firms relating to this submittal. I understand collusive bidding is a violation of state and federal law and can result in fines, prison sentences, and civil damage awards.

Signature: _____

COVER LETTER WITH PROPOSAL

Cover letter. The proposal should contain a cover letter, signed by a principal of the candidate. The cover letter should contain the following statements:

“The undersigned, whose title and position with the candidate are stated next to or beneath his or her signature, has the authority to submit this Proposal (including this cover letter) on behalf of the candidate in response to the City of Durham’s Request for Proposal. Our Proposal accepts the terms and conditions stated in the RFP, including the description of services to be performed and the provisions of the agreement to be signed.”

The cover letter should contain the paragraph:

“The candidate is not submitting any trade secrets to the City in connection with this proposal or the contract; if the agreement is awarded to the candidate, the candidate will not submit any trade secrets to the City in connection with this proposal or the agreement. The candidate acknowledges that the City will rely on the preceding sentence.”

Addendums. The cover letter should list the last addendum that the City issues for this , with a statement such as *The undersigned candidate has read all the addendums issued by the City for this , through and including Addendum No. ____*. In that blank the candidate should list the number of the last addendum.

HOW TO SUBMIT A REQUEST FOR PROPOSAL

How to submit a Request for Proposals.

Applicants should submit their proposal addressed Project Manager at the address shown in the “Project Manager and Contact with City” section at the beginning of this RFP.

Proposals are to be received no later than 3 PM, February 11, 2016. Submittals should not be made by email or fax.

Format. No format is specified. One original and five copies of the Proposal should be submitted.

Alternative Proposals. NA

Candidate to Bear Expense; No Claims against City. No candidate will have any claims or rights against the City arising out of the participation by a candidate in the RFP process. No candidate will have any claims or rights against the City for the City’s failure to award a contract to it or for awarding a contract to another person, firm, or corporation, regardless of whether the other person, firm, or corporation participated in the RFP process or did not submit a Proposal that complied with the RFP. A notice of award will not constitute acceptance by the City; the City’s only method of acceptance is the City’s execution of a formal contract in accordance with law.

Notice Under the Americans with Disabilities Act (ADA). The City of Durham will not discriminate against qualified individuals with disabilities on the basis of disability in the City's services, programs, or activities. The City will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in the City's programs, services, and activities. The City will make all reasonable modifications to policies and programs to ensure that people with disabilities have an

equal opportunity to enjoy all City programs, services, and activities. Anyone who requires an auxiliary aid or service for effective communications, or a modification of policies or procedures to participate in the City program, service, or activity, should contact Ms. Stacey Poston, ADA Coordinator, voice 919-560-4197, fax 560-4196, TTY 919-560-1200, or Stacey.Poston@durhamnc.gov, as soon as possible but no later than 48 hours before the scheduled event.

Appendix A



CITY OF DURHAM SMALL DISADVANTAGED BUSINESS ENTERPRISE PROGRAM

PROFESSIONAL SERVICES FORMS

Revised 06/08



Mailing Address:

101 City Hall Plaza
Durham, North Carolina 27701
Phone: 919-560-4180
Facsimile: 919-560-4513

Street Address:

101 City Hall Plaza (Annex)
Durham, North Carolina 27701

The Department of Equal Opportunity/Equity Assurance
Good Things Are Happening In Durham

CITY OF DURHAM EQUAL BUSINESS OPPORTUNITY PROGRAM

Policy Statement

It is the policy of the City to provide equal opportunities for City contracting to small firms owned by socially and economically disadvantaged persons doing business in the City's Contracting Marketplace. It is further the policy of the City to prohibit discrimination against any firm in pursuit of these opportunities, to conduct its contracting activities so as to prevent such discrimination, to correct the present effects of past discrimination and to resolve complaints of discrimination.

Goals

To increase the dollar value of all City contracts for goods and services awarded to small disadvantaged business enterprises, it is a desire of the City that the contractor will voluntarily undertake efforts to increase the participation of socially and economically disadvantaged individuals at higher skill and responsibility levels within non-minority firms engaged in contracting and subcontracting with the City.

The Equal Opportunity/Equity Assurance Director shall establish project specific goals for each project or contract based upon the availability of small disadvantaged business enterprises (SDBE's) within the defined scope of work, delineated into percentages of the total value of the work.

Equal Business Opportunity Ordinance SDBE Participation Documentation

If applicable information is not submitted with your proposal, your proposal will be deemed non-responsive.

Declaration of Performance must be completed and submitted with your proposal.

SDBE Participation Documentation must be used to document participation of Small Disadvantaged Business Enterprise (SDBE) on Professional Services projects. All SDBEs must be certified by the City of Durham's Equal Opportunity/Equity Assurance Department prior to submission date. If a business listed has not been certified, the amount of participation will be reduced from the total utilization.

Managerial Profile must be used to list the managerial persons in your workforce who will be participating in this project.

Equal Employment Opportunity Statement for your company must be completed and submitted with your proposal.

Employee Breakdown must be completed and submitted for the location providing the service/commodity. If the parent company will be involved in providing the service/commodity on the City contract, a consolidated employment breakdown must be submitted.

Letter of Intent to Perform as a Sub-consultant/Subcontractor must be completed for SDBEs proposed to perform on a contract. This form must be submitted with the proposal.

Post Proposal Submission SDBE Deviation

Post proposal submission SDBE deviation participation documentation must be used to report and deviation from SDBE participation either prior to or subsequent to startup of the project. The Equal Opportunity/Equity Assurance Department must be notified if the proposed sub-consultant/subcontractor is unable to perform and for what reasons. Substitutions of sub-consultants/subcontractor, both prior to and after awarding of a contract, are subject to City approval.

SDBE Goals Not Met/Documentation of Good Faith Efforts

It is the responsibility of consultants/contractors to make good faith efforts. Good Faith Efforts means the sum total of efforts by a particular business to provide equitable participation of socially and economically disadvantaged employees and sub-consultants/subcontractors.

Whenever contract alternatives, amendments or extra work orders are made individually or in the aggregate, which increase the total value of the original contract, the consultant must make a good faith effort to increase SDBE participation such that the amounts subcontracted are consistent with the established goals.

SELECTION OF CONSULTANTS/CONTRACTORS FOR ARCHITECTURAL/ENGINEERING AND OTHER PROFESSIONAL SERVICES

Goal

The purpose is to provide Small Disadvantaged Businesses equal opportunities for participation on City of Durham contracts.

Definition of the Scope of the Selection Policy

The Equal Opportunity/Equity Assurance Director shall establish SDBE participation goals for each contract to be awarded by the City. Project specific goals for each project or contract will be based upon the availability of small disadvantaged business enterprises (SDBE's) within the defined scope of work, delineated into percentages of the total value of the work.

In addition to SDBE's specifically certified by the City and listed in a database maintained by the EO/EA Department, the City of Durham may consider a formal certification of another entity to determine whether an applicant meets requirements of the Equal Business Opportunity Program, provided that the City Manager or designee determines that the certification standards of such entity are comparable to those of the City. The City of Durham has determined that the following certifications are comparable to its own and may be used by bidders/proposers: North Carolina Department of Transportation (N.C. DOT), United States Small Business Administration (U.S. SBA) and Raleigh-Durham Airport Authority (RDU).

In lieu of SDBE's listed in its SDBE System, the City of Durham will accept women and minority firms certified by N.C. DOT, U.S. SBA and RDU as meeting its SDBE goal requirements provided the bidder/proposer submits evidence that the firm is currently certified by one of the stated entities at the time of bid/proposal. Failure to provide evidence of certification may disqualify the firm's participation for the purpose of meeting SDBE goals.

Any firm submitted in this manner will be contacted and urged to complete an abbreviated certification process with the City of Durham. For purposes of this document and associated forms, any reference to a "City Certified SDBE," an "SDBE certified by the City" or similar reference shall include reference to a qualified women or minority owned firm certified and approved in accordance with the above paragraphs, even where specific reference is made to the City SDBE database.

Small Disadvantaged Business Proposal Requirements

The prime consultant/contractor shall submit a proposal in accordance with the City of Durham's request for Proposal. In addition, the prime consultant/contractor must submit all required Professional Services SDBE Forms.

Selection Committee for Professional Services

A selection committee shall be established to be composed of the following: City Manager or a designated representative of this office; Director of Finance or a designated representative of this office; department head responsible for the project; City Engineer if engineering services are involved; the Equal Opportunity/Equity Assurance Director and Purchasing Manager. Other representatives shall be called upon as needed based on their areas of expertise.

The committee shall screen the proposals based on the following criteria:

1. Firms; interest in the project;
2. Current work in progress by firm;
3. Past experience with similar projects;
4. General proposal for carrying out the required work;
5. Designation of key personnel who will handle the project, with resume for each;
6. Proposed associate consultants/contractors, SDBE subconsultants;

7. Indication of capability for handling project;
8. Familiarity with the project;
9. Fees that have been charged for recent comparable projects;
10. References;
11. SDBE Participation; and
12. Documentation of Good Faith efforts.

After ranking the firms presenting proposals based on the above criteria, interviews will be conducted by the selection committee with the top ranked firms (3-5). The contracting department will make the final recommendation, prepare contracts for review by the City Attorney, and prepare the recommendation for the City Council including the following:

1. Description and scope of the project;
2. Recommended firm;
3. Contract cost;
4. Time limits;
5. Basis for selection;
6. Source for funding;
7. Equal Business Opportunity Ordinance compliance; and
8. Recommendation that the contract be approved by the City Council.

Contract Award

A provision must be written in each contract with an architect or engineer requiring them to work with Equal Opportunity/Equity Assurance Department in creating and identifying separate work.

Project Evaluation

An evaluation shall be made of each contract after its completion to be used in consideration of future professional services contracts. The evaluation shall cover appropriate items from the check list for ranking applicants. A copy of the evaluation shall be given to the consultant, and any comment he/she cares to make shall be included in the files.

DECLARATION OF PERFORMANCE BY CONSULTANT/CONTRACTOR

Briefly address each of the following items:

1. A brief synopsis of the company and the products/services it provides:
2. Describe the normal procedure used on a bid of this type, giving the flow of purchase from the company to the ultimate purchaser:
3. List anyone outside of your company with whom you will contract on this bid:

The undersigned consultant/contractor certifies that: (check appropriate box)

- a) _____ It is the normal business practice of the consultant/contractor to perform all elements of the contract with its own workforce without the use of subcontractors/vendors; and
- b) _____ That the above documentation demonstrates this *firm's* capabilities to perform all elements of the contract with its own work force or without the use of subcontractors/vendors.
- c) _____ The vendor/contractor will use a subconsultant(s) in the fulfillment of this scope of work.

Date

Authorized Signature

PARTICIPATION DOCUMENTATION
(TO BE COMPLETED BY PRIME CONSULTANT/CONTRACTOR ONLY)

**Names of all firms
Project (including
prime and
subconsultants/sub-
contractors)**

Location

**SDBE
Firm
Yes/No**

**Nature
of
Participation**

**% of Project
Work**

TOTAL _____

Name - Authorized Officer of Prime Consultant/Contractor Firm (Print/Type)

Signature - Authorized Officer of Prime Consultant/Contractor Firm

Date

Managerial Profile

Name of Firm: _____

Contact Person: _____

Title: _____

Address: _____

Telephone No.: _____

Date: _____

Managerial Profile

Name of Firm: _____

Contact Person: _____

Title: _____

Address: _____

Telephone No.: _____

Date: _____

List the managerial persons in your work force who will be participating in this project, including name, position, and whether the individuals are minority or woman within the definition* of the City of Durham’s Equal Business Opportunity Ordinance.

Managerial Employees

		SOCIALLY/ECONOMICALLY DISADVANTAGED* (YES/NO)
NAME	POSITION	
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

* M-Minority(African American) W-Woman Other-H-Hispanic, AI-American Indian, AS-Asian American, Handicapped

EQUAL EMPLOYMENT OPPORTUNITY STATEMENT
(You may submit your organization's EEO policy in lieu of this sheet)

EMPLOYEE BREAKDOWN

Part A – Employee statistics for the primary location.

Employment category	Total employees	Total males	Total females	M— a —l— e —s					F— e —m— a —l— e —s				
				White	Black	Hispanic	Asian or Pacific Islander	Indian or Alaskan Native	White	Black	Hispanic	Asian or Pacific Islander	Indian or Alaskan Native
Project manager													
Professional													
Technical													
Clerical													
Labor													
Totals													

Part B – Employee statistics for the consolidated company. *(See instructions for this form on whether this part is required.)*

Employment category	Total employees	Total males	Total females	M— a —l— e —s					F— e —m— a —l— e —s				
				White	Black	Hispanic	Asian or Pacific Islander	Indian or Alaskan Native	White	Black	Hispanic	Asian or Pacific Islander	Indian or Alaskan Native
Project manager													
Professional													
Technical													
Clerical													
Labor													
Totals													

Letter of Intent to Perform as a Sub-Consultant

The undersigned intends to perform work in connection with the above project as a SDBE:

Minority (African American) ☐ Woman ☐ Hispanic ☐
American Indian ☐ Asian American ☐ Handicapped ☐

The SDBE status of the undersigned is certified by the City of Durham as identified by the attached copy of certification or the attached SDBE Contractor Identification List supplied by the EO/EA Department.

The undersigned is prepared to perform the following described work in connection with the above project (specify in detail particular work items or parts thereof to be performed):

You have projected the following commencement date for such work, and the undersigned is projecting completion of such work as follows:

<u>ITEMS</u>	<u>PROJECTED COMMENCEMENT DATE</u>	<u>PROJECTED COMPLETION DATE</u>

The consultant will subcontract _____% of the dollar value of this contract to a SDBE subconsultant/subcontractor and/or non-SDBE subconsultant/subcontractor.

The undersigned will enter into a formal agreement in the amount of \$_____ for the above work with you, conditioned upon your execution of a contract with the City of Durham.

Name_____ Title_____

Company_____ Telephone_____

Address_____

Signature_____

REQUEST TO CHANGE SDBE PARTICIPATION

Project: _____
Name of bidder or consultant: _____
Name and title of representative bidder or consultant: _____
Address (including zip code): _____
Telephone number: _____ Fax number: _____
Email address: _____
Total amount of original contract, before any change orders or amendments: _____
Total amount of the contract, including all approved change orders and amendments to date, but not counting the changes proposed in this form: _____
Dollar amount of changes proposed in this form: _____
The proposed change (*check one*) ☐ **increases** ☐ **decreases** the dollar amount of the bidder's/consultant's contract with the City.
Does the proposed change decrease the SDBE participation? (*check one*) ☐ **yes** ☐ **no**
If the answer is **yes**, complete the following:

BOX A. For the subcontract proposed to be changed (increased, reduced, or eliminated):

Name of subconsultant: _____

Goods and services to be provided before this proposed change: _____

Is it proposed to eliminate this subcontract? ☐ yes ☐ no

If the subcontract is to be increased or reduced, describe the nature of the change (*such as adding \$5,000 in environmental work and deleting \$7,000 in architectural*): _____

Dollar amount of this subcontract before this proposed change: _____

Dollar amount of this subcontract after this proposed change: _____

This subconsultant is (*check one*):

☐ 1. City-certified Black-owned SDBE

☐ 2. City-certified Women-owned SDBE

3. City-certified SDBE that is neither Black-owned nor women owned, but to be credited as

3(a) ☐ Black-owned SDBE 3(b) ☐ Women-owned SDBE

☐ 4. not a City-certified SDBE

BOX B. Proposed subcontracts other than the subcontract described in Box A above

Name of subcontractor for the new work: _____

Goods and services to be provided by this proposed subcontract: _____

Dollar amount proposed of this proposed subcontract: _____

This subcontractor is (*check one*):

☐ 1. City-certified Black-owned SDBE

☐ 2. City-certified women-owned SDBE

3. City-certified SDBE that is neither Black-owned nor women owned, but to be credited as

3(a) ☐ Black-owned SDBE 3(b) ☐ Women-owned SDBE

☐ 4. not a City-certified SDBE

Add additional sheets as necessary.

SDBE GOALS NOT HAVING BEEN MET. The following information must be presented by the consultant concerning good faith efforts taken.

It is the responsibility of consultants to make good faith efforts. Any act or omission by the City shall not relieve them of this responsibility. For future efforts, it shall be comprised of such efforts which are proposed to allow equitable participation of socially and economically disadvantaged employees and sub-consultants/subcontractors. The City Manager shall apply the following criteria, with due consideration of the quality, quantity, intensity and timeliness of efforts of consultants/contractors, in determining good faith efforts to engage SDBEs along with other criteria that the City Manager deems proper:

Name of Bidder: _____

*If you find it helpful, feel free to attach pages to explain your answers. **How many pages is your firm attaching to this questionnaire?** _____ (Don't count the 2 pages of this questionnaire.)*

If a yes or no answer is not appropriate, please explain the facts. All of the answers to these questions relate only to the time before your firm submitted its bid or proposal to the City. In other words, actions that your firm took after it submitted the bid or proposal to the City cannot be mentioned or used in any answers.

1. SOLICITING SDBEs.

- (a) Did your firm solicit, through all reasonable and available means, the interest of all SDBEs certified (that is, in the City's database) in the scope of work of the contract? ☐ **yes** ☐ **no**
- (b) In such soliciting, did your firm advertise? ☐ **yes** ☐ **no** Are you attaching copies to this questionnaire, indicating the dates and names of newspaper or other publication for each ad if that information is not already on the ads? ☐ **yes** ☐ **no**
- (c) In such soliciting, did your firm send written (including electronic) notices or letters? Are you attaching one or more sample notices or letters? ☐ **yes** ☐ **no**
- (d) Did your firm attend the pre-bid conference? ☐ **yes** ☐ **no**
- (e) Did your firm provide interested SDBEs with timely, adequate information about the plans, specifications, and requirements of the contract? ☐ **yes** ☐ **no**
- (f) Did your firm follow up with SDBEs that showed interest? ☐ **yes** ☐ **no**
- (g) With reference to the SDBEs that your firm notified of the type of work to be subcontracted, did your firm tell them:
 - (i) the specific work your firm was considering for subcontracting? ☐ **yes** ☐ **no**
 - (ii) that their interest in the contract is being solicited? ☐ **yes** ☐ **no**
 - (iii) how to obtain and inspect the applicable plans and specifications and descriptions of items to be purchased? ☐ **yes** ☐ **no**

2. BREAKING DOWN THE WORK.

- (a) Did your firm select portions of the work to be performed by SDBEs in order to increase the likelihood that the goals would be reached? ☐ **yes** ☐ **no**
- (b) If **yes**, please describe the portions selected. **ANSWER:**

3. NEGOTIATION. In your answers to 3, you may omit information regarding SDBEs for which you are providing Form E-105.

- (a) What are the names, addresses, and telephone numbers of SDBEs that you contacted? **ANSWER:**
- (b) Describe the information that you provided to the SDBEs regarding the plans and specifications for the work selected for potential subcontracting. **ANSWER:**
- (c) Why could your firm not reach agreements with the SDBEs that your firm made contact with? Be specific. **ANSWER:**

4. ASSISTANCE TO SDBEs ON BONDING, CREDIT, AND INSURANCE.

- (a) Did your firm or the City require any subcontractors to have bonds, lines of credit, or insurance?
☐ **yes** ☐ **no** (Note: In most projects, the City has no such requirement for *subcontractors*.)
- (b) If the answer to (a) is **yes**, did your firm make efforts to assist SDBEs to obtain bonds, lines of credit, or insurance? ☐ **yes** ☐ **no** If **yes**, describe your firm's efforts. **ANSWER:**
- (c) Did your firm provide alternatives to bonding or insurance for potential subcontractors?
☐ **yes** ☐ **no** If **yes**, describe. **ANSWER:**

5. GOODS AND SERVICES. What efforts did your firm make to help interested SDBEs to obtain goods or services relevant to the proposed subcontracting work? **ANSWER:**

6. USING OTHER SERVICES.

- (a) Did your firm use the services of the City to help solicit SDBEs for the work? ☐ **yes** ☐ **no**
Please explain. **ANSWER:**
- (b) Did your firm use the services of available minority/women community organizations, minority and women contractors' groups, government-sponsored minority/women business assistance agencies, and other appropriate organizations to help solicit SDBEs for the work? ☐ **yes** ☐ **no**
Please explain. **ANSWER:**